

"Researching billing problems is so much easier using PINNACLE, especially with the extensive detail available in the Invoice Reports on the Departmental Web Portal."

Bill Wigham
*Customer Service Leader
Telecommunications Department
Carnegie Mellon University*

Industry:
Higher Education

Size:
Over 8,000 Students

Location:
Pittsburg, PA

Founded:
1900

Web site:
www.cmu.edu

Carnegie Mellon University

Customer

In 1900, industrialist Andrew Carnegie founded Carnegie Mellon University, a world-renown research University located in Pittsburgh, Pennsylvania. In addition to diverse research, Carnegie Mellon University is also recognized for their world-class computer science program and business school. In an effort to foster international relations, Carnegie Mellon has established a campus in the Persian Gulf nation of Qatar. Carnegie Mellon Telecommunications provides students, faculty, and staff with a full range of basic and advanced telecommunications services including telephone service, voicemail, and cable television.

Situation

The Telecommunications Department generates student and faculty/staff bills on a monthly basis. Previously, two to three days were required to transfer over 900 directories to an alternate server, via File Transfer Protocol (FTP). An additional two to three days were required to actually generate and feed the billing information into the University's accounting system. In order to more efficiently and accurately generate bills, Carnegie Mellon Telecommunications implemented PAETEC's PINNACLE software.

Solution

PAETEC's PINNACLE Billing Manager has enabled Carnegie Mellon's Telecommunications Department to streamline billing and account feed processes, allowing them to generate bills in one day, by simply selecting the billing cycle. PAETEC provided the Telecommunications Department with a customized accounting feed that now allows the process to be completed in approximately 30 minutes.

Solution (cont.)

PINNACLE's accounting structure also utilizes account rollovers. In the past, user-accounts would routinely expire and billing data would still be fed to the account, resulting in lost revenue. Through the use of PINNACLE, accounts can be configured with an expiration date and an assigned rollover account. Reports are run mid-month to determine which accounts will expire, and the appropriate personnel are notified so that changes can be made accordingly. Prior to using PINNACLE, about \$500 to \$600 was lost monthly, due to expired accounts. PINNACLE has decreased that loss to less than \$100 per month.

Result

Carnegie Mellon University is now live with PINNACLE Version 5 (V5). Billing reports are easily navigated, making it simple to identify billing errors and eliminate old and inaccurate data. Carnegie Mellon Telecommunications has now identified Monthly Recurring Charges (MRCs) that had never been billed prior to PINNACLE's implementation. Not only is bill generation more accurate, but PINNACLE's Web-distribution capabilities have eliminated distribution delays.

In the future, Carnegie Mellon would like to further develop their PINNACLE suite of management tools and implement the Inventory Manager and the Department Portal in order to automate inventory management and implement a work order approval process.